

Appendix B. Interview and focus group guides

General introductions

- Thank you for making time to participate in this (focus group/interview) for the Transformation study. We appreciate how busy you all are.
- Introduce investigator team including co-principal investigators in each region and the case study investigators/ RAs in the room
- Thought we would begin with some introductions and then I will provide a brief overview of the study and the purpose of the focus group, review some things about confidentiality and answer any questions you may have from what I have said or from reading the consent form

Ask participants to introduce themselves

- Name, (for clinicians/key stakeholders: role, where they work)

Our study

- Information on what we're doing in the TRANSFORMATION Study
 - o CIHR-funded CBPHC team grant in 3 provinces (BC, ON, NS) overall aim is to improve performance measurement and reporting in PHC in CA.
 - o There are 4 projects nested inside TRANSFORMATION:
 - practice-based surveys using measures of CBPHC performance and healthcare equity to compare between regions
 - case studies that include published and unpublished literature, interviews and focus groups with policy makers, clinicians and patients: Purpose is to understand the contextual factors that influence performance in each region
 - deliberative dialogues with patients and clinicians to identify priorities for performance measurement and optimal reporting formats
 - developing and obtaining feedback on regional portraits
- We are here today as part of the second project, the case studies. For this case study project, we are gathering information from multiple sources using multiple methods about innovations in PC that might improve quality, and factors that are barriers and facilitator of PC quality within each geographic region. We are reviewing documents/reports/publications and doing interviews and focus groups with decision makers, clinicians and patients.

Points about confidentiality

- Participation is voluntary; you can leave at any time and can skip questions you do not want to answer.
- Participation is confidential. We will not use your names or reveal information that could identify you. (focus groups: We ask that as focus group members you respect one another's confidentiality as well).
- We do want to tape this session so that we can transcribe it and analyze it systematically.
- Any questions before we get started?

Clinician Focus Group Guide

Goal for today's focus group is to obtain feedback as clinicians about:

- 1) innovations and changes made to PHC in this Region (i.e. Central Zone) and impact of these innovations on PHC quality
- 2) thinking about reporting of PHC quality what would like to have reported back to you

Clarifications

- Definition of an innovation: the new ways of structuring or offering PHC with a goal towards improvement. Thinking about innovations that have been implemented within the past 10 years.
- Most interested in hearing your voice as a provider in the system, less about any roles you may have in administration. But, if you are in a position to have knowledge about the perspectives of other clinicians in the Region, please feel free to share those as well.

Innovations

1. Describe any innovations in the delivery or organization of CBPHC that have been recently implemented in this region/zone (within last 10 years). Prompts: group practices, remuneration, new providers, teams).
2. Describe any larger system-level (provincial or regional) factors which have influenced how CBPHC is now being structured or delivered in this region (Central Zone).
 - o Prompts: government restructuring, changes in governance, provincial or municipal mandates, shared information systems, professional standards of practice, financial incentives, inter-professional education initiatives; national position papers, quality improvement initiatives

Impact

1. As clinicians, what have been the positive or negative effects or impacts of these innovations (to patients, to your practice, to the health system)?
2. What have you been hearing about the impact of these innovations from your colleagues?
3. What have been the facilitators in the implementation of these changes/innovations?
4. What have been the barriers or challenges associated with implementation of these innovations? (Prompts: costs, feasibility, acceptability)
5. To what extent have the innovations spread across the region/zone?

Measurement and reporting

1. What are the key domains/areas that these innovations may impact that we should be measuring? Prompts: Accessibility, continuity, equity, comprehensiveness etc.
2. What kinds of performance reporting are you receiving now in terms of these innovations?
3. When you think about the information that you would like to have to improve your practice, or what the system needs to improve overall PHC performance, what kinds of performance reporting would you like to see? Prompts: What kinds of information would you like to receive and in what format? What contextual information should be reported?

Summary and thank you

- Summarize key points

- Ask if there is anything else that we have not asked but you think is important for us to know about measuring or reporting PHC performance
- Thank you

Focus Group Interview Guide for Patients

Thank you for being willing to participate in this focus group.

- Our study is about improving the quality of care in PHC
 - Trying to learn more about what is important to patients about their experience in PHC
 - Participation is voluntary; do not have to answer questions; can stop participation at any time
 - We will keep your information confidential
 - We ask that you keep one another's information confidential
 - Ok if I turn the tape recorder on now?
1. What are the things that are important to you about your experience in PHC? (either for something like the flu shot, physical exam, management of a chronic condition, follow-up) What is it that makes the experience positive? Negative?
 2. Tell me how you go about accessing your regular provider (family physician, nurse practitioner)?
 - Making an appointment
 - Talking to your provider
 - Seeing the same provider
 3. What has helped or hindered you in accessing the health care you need?
 - [probe: use of community groups, friends, family, internet? Community centres, public health nurses, social worker, community pharmacist, other]
 4. Is there anything you would suggest doing differently to improve access to care?
 5. Thinking about the care you've received, have there been any changes in how health care has been delivered at your provider's office over the past 5 years? In the community?
 - [probe: using EMR or iPad; group visits; nurse practitioner, other providers]
 6. What impact have these changes had (positive or negative), if any, on your [interaction with provider; use of health care]
 7. Reflecting back on your experiences with this place of care over the past 12 months, is there anything that could have been improved that would have made a difference in the services you received? Is there anything you would have done differently? (e.g., online appointment making, group medical visits, access to dietician, etc.)
 8. Thank you

Key informant interview guide

1. Tell us about your role in primary care?
2. Do you or any of your team have performance reporting responsibilities? Can you tell me more about this?

3. Describe any larger system level factors which have influenced the process or the structures of how CBPHC is now being delivered in this region. (Prompts: provincial or municipal mandates, professional standards of practice, financial incentives, shared information systems, government restructuring, inter-professional education initiatives; national position papers, quality improvement initiatives)
4. Describe any innovations in the delivery or organization of CBPHC that have been recently implemented in this region.
5. How have these innovations spread/not spread across the region? To other parts of the province and beyond?
 - Prompts – explore whether adaptations (to components and processes of implementation) were made to facilitate spread across the region/province/beyond; what were the drivers for spread; has spread been sustained
6. Of the innovations you have identified (in question 4), which are the most important (top 5)? For these top 5 what were the drivers for introducing the innovation and what processes were needed to implement these innovations?
7. What have been the effects of these innovations (Prompts: effectiveness, unintended effects, equity)?
8. How do you evaluate or understand what the effects are?
 - What indicators do you use to evaluate these innovations (e.g., evaluation of fidelity to program elements; fidelity to processes of implementation)
 - What performance indicators do you wish you had to assess these innovations?
9. What have been the issues associated with implementation of these innovations? (Prompts: costs, feasibility, acceptability)
10. Do you think the general public or average citizen knows about this or these innovations and if not, what information do you think would help them understand this?